

## AMENDMENTS TO THE CLAIMS

1. (Previously presented) A process for defining a learning solution, comprising the steps of:

providing a learning solution context as a circular diagram having specific radial width for zones and an inner circular wedge area defining a ratio of formal to informal learning for each of said zones; and

defining the content of each of a plurality of solution components to align with said zones and said circular wedge area for each of said zones of said solution context.

2. (Cancelled)

3. (Previously presented) The process of claim 1, wherein said zones represent types of interaction.

4. (Original) The process of claim 1, wherein said solution components comprise purpose/outcomes, measurement, technology/infrastructure, resources, and process.

5. (Previously presented) The process of claim 4, wherein said purpose is a business purpose comprising increasing sales or decreasing errors.

6. (Original) The process of claim 4, wherein said outcomes comprises employee compliance with regulations, certification in a profession, or performing new procedures.

7. (Original) The process of claim 4, wherein said measurement includes calculating a return on investment for learner performance.

8. (Original) The process of claim 4, wherein said technology/infrastructure includes network, hardware, and software, for access and delivery of learning experiences.

9. (Original) The process of claim 4, wherein said resources comprises processes for adapting source material from content and curriculum publishers, scheduling space and equipment, assigning trainers, locating mentors, or licensing software.

10. (Original) The process of claim 4, wherein said process comprises new governance committees, incentives to encourage new behaviors, or responsibilities for updates.

Please cancel claim 11.

11. (Cancelled)

12. (Cancelled)

Please cancel claims 13-15.

13-15. (Cancelled)

16. (Cancelled)

Please cancel claims 17 & 18.

17-18. (Cancelled)